SBM-Pesalink Lipa na Bank FAQs

(1) What is 'Lipa na Bank'?

Lipa na Bank is Pesalink's merchant payment product that allows you to pay for goods, services, and government fees directly from your bank account without going through mobile money. You initiate the payment using your Mfukoni App, and the business receives the money instantly.

Where can I use it?

At merchants that accept Lipa na Bank, such as Quickmart. Look for the Lipa na Bank QR code, till or paybill number at the counter, or ask the cashier.

(2) How do I make a payment using Lipa na Bank?

You have two simple ways to pay depending on your preference:

- **Scan QR Code to Pay:** Scan the Lipa na Bank QR code displayed by the merchant. Your banking app will automatically populate the business name and amount. For an even faster checkout, you can select the "Scan to Pay" option directly from your bank app's prelogin page.
- **Till or paybill number:** Open your banking app or USSD, navigate to the Pesalink menu, select the "Lipa na Bank" option, and enter the merchant's Paybill or Till details and the amount.Check that the merchant name on your screen is correct. Approve with your PIN or the security step your bank uses.
- **Which bank apps can scan a Lipa na Bank QR?**
- Equity Bank and SBM Bank today. More banks will be added.

(3) What are the transaction limits for customers?

Minimum Limit: You can send a minimum of KES 1 in a single transaction.
Maximum Limit: You can send a maximum of KES 999,999 in a single transaction.
Key Benefit: This means Lipa na Bank can easily handle large payments that exceed the KES 150,000 limit that applies to standard mobile money wallets.

(4) Is my payment safe and instant?

Instant Processing: Yes. When you pay a merchant, the transaction is visible immediately, and the merchant receives a notification of the payment in real time.
High Security: Yes. Every transaction is highly secure and requires your confidential bank PIN, One time password (OTP) or biometric authentication (such as fingerprint or face ID recognition).

(5) What happens if I make a mistake or a transaction fails?

Lipa na Bank financial transfers are instant and legally irrevocable once authorized by your security pin. Verifying the business identity name on the screen is highly critical. However, the following operational recovery structures apply if mistakes happen:

- **Paid the Wrong Business:** Contact your bank immediately. Your bank (the Originating Institution) will contact the merchant's bank to request a refund. However, the merchant must consent to return the funds. If they refuse, escalate it to your bank, which will lodge a dispute with Pesalink for resolution within 5 business days. All confirmed transactions are irrevocable without merchant consent, which is why you must verify the business name on the screen before confirming.
- **Sent the Wrong Amount:** Contact your bank immediately. Your bank will initiate a reversal request through Pesalink. If the payment has already fully settled and the merchant has withdrawn the funds, recovery will require the merchant's cooperation.
- **Account Charged but Transaction Failed:** If your account was debited but the merchant did not receive the money, contact your bank immediately. This is a technical failure, and your bank is required to re-credit your account within 1 business day.